

Refine Search

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L4 AND existing near (test ADJ script)	0

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Search History

DATE: Sunday, November 28, 2004 [Printable Copy](#) [Create Case](#)

Set Name Query

side by side

DB=USPT; PLUR=NO; OP=OR

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result set

<u>L5</u>	L4 AND existing near (test ADJ script)	0	<u>L5</u>
<u>L4</u>	L1 AND remote AND (test ADJ script)	8	<u>L4</u>
<u>L3</u>	La AND dial AND (test ADJ script)	1	<u>L3</u>
<u>L2</u>	L1 AND (IVR OR (interactive ADJ voice ADJ response))	1	<u>L2</u>
<u>L1</u>	717/124.ccls. OR 714/32.ccls.	434	<u>L1</u>

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Search Results - Record(s) 1 through 1 of 1 returned.☐ 1. Document ID: US 6366879 B1

L2: Entry 1 of 1

File: USPT

Apr 2, 2002

US-PAT-NO: 6366879

DOCUMENT-IDENTIFIER: US 6366879 B1

TITLE: Controlling interactive voice response system performance

DATE-ISSUED: April 2, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Coxhead; Philip Randall	Winchester			GB
Jones; Nigel Lewis	Eastleigh			GB
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US-CL-CURRENT: 704/201; 379/88.1, 379/90.01, 704/270, 717/124

ABSTRACT:

A system of controlling performance in an interactive voice response system includes a voice device driver, a voice segment stored in a file in a directory in a standard operating system format; a buffer for storing the voice segment prior to sending to the voice device driver and a plurality of voice channels for output of the voice segment. A sequence of voice blocks is requested to be sent to a buffer, the sequence being one of a plurality of sequences making up a voice segment. The number of voice blocks sent from the file to the buffer is determined. The play period of the sequence and the next underrun time when the sequence will finish playing based on the initiate request time and the play period are calculated. Also calculated is the margin period between the calculated next underrun time and the actual time after a further sequence of voice data blocks is sent to the buffer in response to a device driver request for a further sequence of voice data blocks. A telephony channel is shut down when the margin period exceeds a defined threshold.

15 Claims, 5 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 3

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Terms	Documents
L1 AND (IVR OR (interactive ADJ voice ADJ response))	1

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